



## **OFFICE OF THE CLERK/TREASURER**

**City of Burlington**

City Hall, Room 20, 149 Church Street, Burlington, VT 05401

Voice (802) 865-7000

Fax (802) 865-7014

TTY (802) 865-7142

# **Burlington Employees Retirement System**

## **Request for Proposal**

### **Benefits Administration System (BAS)**

### **Procurement and Implementation**

**August 2016**

## Overview

The Board of Trustees of the Burlington Employees Retirement System (BERS) is interested in procuring an integrated membership tracking, benefits calculator and disbursement system also known as a Defined Benefit Administration (Software) System (BAS). The new system will replace the current semi-manual custom built Microsoft Access Database used to track pension data. BERS anticipates that the BAS will be a significant upgrade which will deliver integrated Microsoft Windows cloud based solutions, enhanced security services, provide more functionality, and eliminate many of the manual processes that are performed today.

## Background Information

BERS is an Agency of the Burlington City Government whose responsibility includes the administration of one distinct defined benefit retirement system:

Burlington City Employees' Retirement System (BERS)

These funds provide service retirement benefits as well as death and disability benefits to a population of contributory and non-contributory members and their beneficiaries. The plan covers eligible members employed in the general administrative service of the City and certain non-teacher employees of the Burlington City Public School District. As of June 30, 2016, the BERS membership consisted of the following:

<b>Membership Category</b>	<b>BERS</b>	
Retirees and Beneficiaries Receiving Benefits	<b>700</b>	
Terminated Members Not Yet Receiving Benefits	<b>400</b>	
Active Plan Members	<b>1,135</b>	
Total Membership	<b>2,235</b>	

Copy of the plan summary is available on the City of Burlington's Code of Ordinances in Chapter 24. The Code can be found here: <https://www.codepublishing.com/VT/Burlington/>

BERS currently services its members using various systems, both computerized and manual. At the core of this is a 3 plus year-old, Microsoft Access Data 'Pension Tracking System' hosted on the mainframe by the Department of Information Technology. Other computerized components include Tyler Technologies' New World (NW) Financial payroll system which supplies payroll data for some active members and payroll data from other City of Burlington departments not paid from NW for the remaining active members. We will continue to pay current retirees out of NW, and look to interface this system with the new BAS at a future date, and this cost is not to be included with bids. The movement of data between and among some of these systems is currently done manually.

## Scope of Services to be provided

The Scope of Services to be provided includes achieving the following outcomes:

- A line-of-business retirement administration application that integrates active member service tracking, contributions and compensation benefit calculation/projection, benefit payment functionality, business intelligence (trend data), correspondence, statements or annual membership reports, and tracking features.
- A web-based portal to provide access for active members to view account information and perform benefit estimate calculations/projections.
- A web-based portal to provide access for benefit recipients to view benefit status and payment information including IRS 1099-R information.
- Integration and Configuration Services that include software and hardware implementation and configuration, customization, data conversion, documentation, training, security features, and warranty services.
- A software solution that can integrate data from outside organization personnel and payroll software systems for use in the BAS.
- A database system that is scalable, and allows for continuous improvement of process, and service.
- Report writer features with fill-in-the-blank user-friendly query that allows staff at the end-user level to generate and print customized reports.
- Extended product maintenance and support of the line-of-business and web-enabled portal products.
- The services to be performed shall be with minimal use of BERS staff and minimal disruption of daily and ongoing operations.

## **Minimum Qualification**

In order to be considered, the vendor must meet, at a minimum, the following qualification requirements:

**Experience** – Vendor must have a minimum of 5- year's experience installing retirement administration software solutions.

**Product Adaptability:**

- Vendor must have successfully installed the proposed software at 100+ public employee retirement system.
- Vendor must have successfully integrated outside applications and data functionality into the proposed solution for another public employee retirement system.
- The product being proposed must be in production and use at least 25 similar size client organization.
- The recommended product must satisfy the requirements stated in this RFP with its off-the-shelf product offering. BERS realizes that customization to the core software and integration with third party products may be required to completely satisfy any additional BERS functional requirements, however these stated requirements must be met by the off-the-shelf solution.

**Project Staffing –**

- All key project personnel must have performed similar functions on successfully completed implementations of the software being proposed in response to this RFP.
- A single prime contractor must be responsible for the successful delivery of all contracted deliverables and services. Joint ventures are not acceptable for the performance of this contract.

### **Schedule of RFP Process**

1.	RFP Released	August 23, 2016
2.	Deadline for submitting Questions with respect to the RFP	August 30, 2016
3.	Deadline for Respondents of Completed RFP	September 9, 2016
4.	Approval from the Retirement Board Finance Approval	September 15, 2016
5.	Approval from Board of Finance and City Council	September 26, 2016
6.	Award Contract	October 7, 2016
7.	Implementation Process start	October 17, 2016
8.	Phase data import and conversion	February 17, 2016

### **Structure of Responses**

This request for proposal is structured in four sections that will be evaluated based on the following weights: 1) Organizational - 10%; 2) Personnel – 15%; 3) Technical – 30%; and 4) Fees – 45%.

The fee proposal should contain, but not be limited to 1) all fixed fees for items such as license, support, or maintenance or other services, for three years and 2) hourly time charges for any additional work.

Answers to the questions must be in the same order as found in this RFP.

The responses should contain a cover letter outlining the required information and the responses should include all requisite attachments.

### **Cover Letter**

The cover letter should include the following information/attachments:

- The Vendor's name, address, telephone and facsimile number.
- The vendor's Federal Employer Identification Number and Corporate Identification Number, if applicable. The name, title or position, and telephone number of the individual signing the cover letter. A statement indicating that the signature is authorized to bind the Proposer contractually.
- The name, title or position, and telephone number of the primary contact and/or account administrator, if different from the individual signing the cover letter.
- A statement to the effect that the proposal is a firm and irrevocable offer, good for two years.
- A statement expressing the vendor's willingness to perform the services as described in this RFP.

- A statement expressing the vendor's availability of staff and other required resources for performing all services and providing all deliverables within specified time frames.
- Please specify how the implementation of your product will result in the "Scope of Services" outcomes identified on page three of this RFP.

## Proposal Submission

Proposals must be received by BERS no later than **September 9, 2016 at 3:00 p.m. EST**. Any proposals received after that date and time will be rejected. No exceptions to this deadline will be allowed unless BERS extends the deadline; whereupon, it will notify recipients of the RFP. The BERS does not accept any responsibility for receipt of any proposal that is improperly labeled, lost or delivered late.

Two (2) bound copies and one (1) digital copy on CD/DVD or USB flash drive of each proposal must be submitted to BERS.

Submission of proposals or any portion thereof by means other than indicated above shall not be accepted. Any firm that wishes to correct, amend or supplement their proposal must do so in writing prior to the filing deadline, and must do so by withdrawing their proposal in its entirety and submitting a complete, corrected proposal package. Modification in any other manner will not be accepted.

Proposals become the property of BERS upon submission and will not be returned. All costs for developing proposals are entirely the responsibility of the responding firm and shall not be chargeable to BERS.

The Points of Contact for questions and all other contractual matters relating to this RFP is:

<b>Name:</b>	<b>Rich Goodwin, and Stephanie Hanker</b>
<b>Title:</b>	Director Financial Operations, Retirement /Insurance Administrator
<b>Address:</b>	149 Church Street, 2 <sup>nd</sup> Floor Burlington, VT 05401
<b>E-Mail:</b>	<a href="mailto:rgoodwin@burlingtonvt.gov">rgoodwin@burlingtonvt.gov</a> , <a href="mailto:shanker@burlingtonvt.gov">shanker@burlingtonvt.gov</a>

**Contact with Board Members or Staff Prohibited:** From the date of issue of this RFP until a successful vendor is selected and the selection is announced, vendors are not allowed to communicate, for any reason, with any BERS staff or Board member regarding this particular procurement, except through the Point of Contact named herein. For violation of this provision, BERS shall reserve the right to reject the proposal of the offending vendor.

**Certificate of Independence:** Prior to the final presentation, finalist candidates to this RPF will be required to file with the City Attorney a Certificate of Independence indicating whether or not the firm or any individuals with the firm have a possible conflict of interest or any relationship with the BERS.

## Evaluation of Responses

- 1. Preliminary Review:** Proposals will be evaluated based upon the quality, clarity, and succinctness of the responses. All timely submitted proposals will be reviewed to determine which meet the minimum qualifications and proposal requirements.
- 2. Evaluation:** Proposals that pass the preliminary review will undergo an evaluation conducted by BERS on the following criteria: qualification of staff, organization structure, software/product, technical experience, support, quality of the proposed service delivery and cost.
- 3. Selection of Finalists:** BERS will evaluate the responses and make a recommendation to the Chief Administrative Officer (CAO) to approve and invite the finalists for oral presentations and provide a product demonstrations if requested.
- 4. Oral Presentations and Selection:** The selected finalists will present their proposals and demonstrate their products to the BERS if desired. The Board and CAO, Director of Financial Operations, and Retirement /Insurance Administrator will make the final selection.
- 5. Contract:** The selected firm must complete a contract for the Burlington City Attorney's Office for approval before commencement of services.

## ORGANIZATION

1. Please provide your firm's full name and address of the main office as well as the name, address, and phone number of the professional within the office that will be assigned specific responsibility for consulting services with the BERS.
2. Please provide a valid Federal Tax Identification Number with the proposal.
3. Please provide a brief history of your firm including the length of time your firm has been in business, the period of time your firm has provided services similar to those to be provided to this plan.
4. Describe mergers, acquisitions, name changes, or any material developments in the ownership structure of your organization over the past three years. Please provide audited financial statements and/or discussion of all sources of firm revenues including any revenues generated from affiliates.
5. Please identify any lawsuits that your firm is a party to or has been a party to in the past five (5) years, even if such suits were settled out of court or by arbitration.
6. Identify any contract terminations and the reasons for such terminations in the past five (5) years.
7. Explain in detail, any possible conflict of interest or perceived conflict that might be created if your firm is chosen for this engagement.

8. Please provide an organizational chart of affiliated firms or your firm's overall corporate structure including affiliates and joint ventures. If any near-term changes to the firm's corporate or organizational structure are anticipated, please also note these.
9. Please list the owners of the firm (from largest to smallest with respect to ownership) and their ownership percentages over the past three years. Please include individuals and all other entities. Describe any planned material changes in your organization in detail.
10. Will your firm certify that BERS will be indemnified for any liability resulting from any negligent or intentional act or omission by your firm? If not, please explain.
11. References: Please provide information for three (3) references of current clients similar in size and nature to the BERS, for whom the firm is providing professional benefits administration services. For each reference, please include client name, address, the telephone number and name of a contact person, and description of service provided.
12. Please provide names of at least two (2) clients lost over the past five (5) years. Please provide contact name, address phone number, and reason for their loss.

#### **PERSONNEL:**

1. Please provide a one-page biography of each key proposed personnel to be assigned to the BERS project, including the following information:  
Name:  
Title:  
Role:  
Total years of technical experience:  
Total years with the firm:  
Technical qualifications related to this work:  
Educational qualifications:  
Total current number of assigned clients Lead.
2. Please provide names of staff who will be assigned as on-going contact after initial installation. If not on the list above, please provide one-page biography.

#### **TECHNICAL:**

1. Describe your understanding of the services covered in this RFP.
2. Please provide a detailed description of the proposed software. Was the proposed software or any integrated component developed internally or externally? How is it supported?
3. What are the resources dedicated to product research and development?
4. How are patches, updates and version upgrades provided to clients, and at what rates if any?
5. Describe the interface capability between the proposed system and other third-party applications. Do you accept electronic file transmission as input source? What file formats are compatible? Specifically, describe how the proposed system interfaces with:

- a. Actuary valuation, and how, if at all, it is likely to reduce costs of actuary. Provide specific examples.
  - b. BERS staff and how it will save money. Provide specific examples.
  - c. New World (if necessary). Provide specific examples.
6. Please provide a detailed system architecture diagram, including all interfaces that will be required to deliver on BERS' needs.
7. Provide a description of how user accounts and permissions are managed.
8. Provide a detailed description of the security that is in place to protect data within the system as well as the operation of the system.
9. Describe all positive impacts and processes that will be streamlined with the proposed system.
10. Please describe your disaster recovery procedures including backup schedules, locations, and worst-case scenario recovery time.
11. Do you provide hosting service for client database? Explain the user access methodology.
12. In your opinion, what are the most significant technological challenges you envisage or anticipate during this project, including installation, data migration and implementation?
13. Please provide BERS with a detailed description (maximum of two pages) of your firm's approach to this project.
14. Please provide a description of your quality control methodology that will ensure data capture, storage and processing is accurate, readable and complete. Should you consider your approach to be distinctive in any way, please describe those differences?
15. A description of the service levels associated with the ongoing support of the software, including system uptime, monitoring, and phone and email support.
16. Please provide a detailed project plan outlining steps that will be taking from initiation of this engagement through implementation, with deadlines and work effort identified

## **FEES FOR SERVICES:**

Bidding Vendors must submit a detailed cost schedule that identifies one-time and recurring costs for accomplishing the services outlined in this RFP. The cost schedule should clearly identify and break out all cost components (in line item pricing format) into the following areas:

- Infrastructure costs (hardware and network).
- BAS and workflow management software costs.



Total costs of services with a breakdown of various phases, including but not limited to:

- System design and planning, systems configuration, System implementation and training, and estimated customization.
- Costs for ongoing annual licenses, maintenance, support and Help Desk services.
- Bidding Vendor should include additional services-related phases it deems necessary for successful completion of this project.
- Please advise whether there will be charges in addition to the fee listed above and the duration of any fee guarantee.
- BERS reserves the right to negotiate any additional tasks with the Selected Vendor that are relevant and necessary for the successful implementation of this project.

Please complete and sign the “Appendix - Representations and Warranties” form and include as an attachment to the cover letter to the RFP.

## **RESERVATION OF RIGHTS**

It is the intent of the City to select the proposal that it deems to be in the best interests of the City. To that end, the City reserves the following rights:

1. To accept any proposal in whole or in part;
2. To accept multiple proposals if doing so is in the best interests of the City;
3. To reject any or all proposals in whole or in part;
4. To waive any informalities, omissions, or irregularities in any proposal;
5. To terminate and reissue this RFP for any reason;
6. To remedy any error in the RFP process without reissuing it; and/or
7. To change or negotiate any specifications in the City’s sole discretion.

## **CONDITIONS**

**The successful proposal must comply with all City ordinances, in addition to any applicable state or Federal laws. These include, but are not limited to, compliance with the City’s Livable Wage, Outsourcing, and Union Deterrence ordinances. A certificate of compliance with the Livable Wage ordinance will be required. The Livable Wage ordinance can be found at the following link: <http://www.burlingtonvt.gov/CT/Livable-Wage-Ordinance/>**

**Examination and Access of Records, Accounting System, Livable Wage, Non-Discrimination, Indemnification.** The Parties agree to comply with the requirements set forth in the RFP regarding the Examination and Access of Records, Accounting System, Livable Wage, Non-Discrimination, and Indemnification, except as expressly modified in the paragraph of this Agreement modifying such services, terms, or conditions.

## **APPENDIX**

### **REPRESENTATIONS AND WARRANTIES**

All firms are required to submit this executed copy as an attachment to the cover letter of the RFP.

- A. The firm warrants that it maintains an errors and omissions insurance policy providing not less than \$5 million of coverage for negligent acts or omissions, a copy of which will be submitted to the Mayor and City Council of Burlington (City) upon selection, and that such coverage will be applicable to the firm's actions, responsibilities and obligations under a Consulting Agreement.
- B. The firm warrants that it will accept \$\_\_\_\_\_ as full compensation for the services more fully described in its response to the RFP and provided to the Mayor and City Council of Burlington under a Consulting Agreement. Except as to certain expenses provided enumerated in the Consulting Agreement, the firm shall not be entitled to the payments of any additional monies for reimbursement of expenses or for provision of any services (including attendance at meetings and hearings).
- C. The firm warrants that it has completed, obtained, and performed all registrations, filings, approvals, authorizations, consents or examinations require by any government, governmental authority, or other regulatory authority with respect to all services, actions, responsibilities, and obligations contemplated to be rendered by the firm under an Investment Advisory Agreement.
- D. The firm warrants that it meets all of the minimum criteria applicable to the firm under this RFP.
- E. The firm warrants that the person submitting this Proposal and executing these Representations and Warranties is duly authorized by the firm to submit this Proposal and execute these Representations and Warranties.

Name of Firm \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Signature \_\_\_\_\_ Title \_\_\_\_\_

City of \_\_\_\_\_, State of \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_ 2016.

\_\_\_\_\_  
(SEAL)

Notary Public

My commission expires: